

Access and Functional Needs Resource Guide

A Resource Guide for Emergency Management
Agencies in Massachusetts



MEMA

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PURPOSE

The Massachusetts Emergency Management Agency (MEMA) has developed this resource guide to assist local communities in their planning efforts to integrate considerations for people with disabilities and others with access and functional needs into all local emergency programs, services and activities.

ACCESS AND FUNCTIONAL NEEDS

What Does “Access and Functional Needs” Mean?

The Department of Justice defines access and functional needs as:

“...those actions, services, accommodations, and programmatic, architectural and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting, in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and prepare to meet the disability-related needs of individuals who have disabilities....”

Access and Functional Needs Populations

The Federal Emergency Management Agency (FEMA) National Response Framework (NRF) gives a new definition of the term “special needs populations” that is function- based. This definition reflects a need rather than a condition, diagnosis, or label. People with “access and functional needs” include individuals who need assistance due to any condition (temporary or permanent) that limits their ability to take action. To have access and functional needs does not require that the individual have any kind of diagnosis or specific evaluation.

As it relates to emergency planning, access and functional needs populations are those who may have additional needs before, during and after an emergency. Individuals having access and functional needs may include, but are not limited to, individuals with disabilities, medical dependencies, seniors, children, and populations having limited English proficiency, limited access to transportation and /or limited access to financial resources to prepare for, respond to, and recover from an emergency.

Regarding children, it is important to note that children are not small adults. The differences between children and adults are both diverse and pervasive, falling into physical, psychological, social, cognitive, physiological, and other areas.

Individuals with access and functional needs, including those with or without disabilities, can be accommodated with actions, services, equipment, accommodations, and modifications including physical/architectural, programmatic and communications modifications.

Some individuals with access and functional needs have legal protections, including, but not limited to, the right to be free from discrimination based on race, color, national origin (including limited English proficiency), sex, familial status, age disability, and economic status.

SERVICE ANIMALS

How is a Service Animal Defined in Massachusetts?

Any guide dog, or other animal that has been individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the handler's disability including, but not limited to: assisting individuals who are blind or have low vision, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, or fetching dropped items, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medications or a telephone, providing physical support and assistance with balance and stability, and helping people with neurological or psychiatric disabilities by preventing or interrupting impulsive or destructive behaviors.

Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform. In cases where the individual is not able to hold a leash, the animal must be under control and respond to verbal commands. Service animals are exempt from breed bans as well as size and weight limitations.

To learn more about the ADA's service animal provisions please visit the link below "Frequently Asked Questions about Service Animals and the ADA".

http://www.ada.gov/regs2010/service_animal_qa.html

As of March 15, 2011, the Department of Justice (DOJ) narrowed the protections of service animals to only dogs, and in some cases miniature horses, the Massachusetts Commission Against Discrimination (MCAD) has not done so and has left the door open for any animal that meets the above definition.

STATE AND FEDERAL LAW

To comply with Federal law, those involved in emergency management and shelter planning should understand the concepts of accessibility and non-discrimination and how they apply in emergencies.

No state or local government, or its contractors, in providing services may, by law, policy, or contract, provide services below those standards without violating federal law.

Statute	Source
The Americans with Disabilities Act (ADA) of 1990, as amended	http://www.justice.gov/crt/about/cor/Pubs/eolep.php
Civil Rights Act of 1964 (Title VI), as amended	http://www.justice.gov/crt/about/cor/coord/titlevistat.php
Executive order 13166: Improving Access to Services for Persons with Limited English proficiency	http://www.justice.gov/crt/about/cor/Pubs/eolep.php
Executive Order 13347: Individuals with Disabilities in Emergency Preparedness	http://www.wbdg.org/ccb/FED/FMEO/eo13347.pdf
Fair Housing Act of 1968, as amended	http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/FHLaws
Post Katrina Emergency Management Reform Act (PKEMRA) of 2006	https://www.congress.gov/bill/109th-congress/senate-bill/3721
Rehabilitation Act of 1973, as amended	http://www.ada.gov/cguide.htm#anchor65610
Robert T. Stafford Emergency Management and Disaster Assistance Act, Section 308	www.fema.gov/pdf/about/stafford_act.pdf
Telecommunications Act of 1996	http://www.ada.gov/cguide.htm#anchor63109

Disability Rights Laws in Massachusetts

For information on Disability Rights Laws in Massachusetts contact your jurisdictions' local ADA Coordinator or visit the Massachusetts Office on Disability website at www.mass.gov/mod and click on the “Executive Branch Disability Handbook” link under the column heading “Publications”.

FEMA’s Non-Discrimination Principles of the Law

Federal civil rights laws require equal access for, and prohibit discrimination against, people with disabilities in all aspects of emergency planning, response, and recovery. To comply with Federal law, those involved in emergency management should understand the concepts of accessibility and nondiscrimination and how they apply in emergencies. To learn more about the key nondiscrimination concepts applicable under Federal law and examples of how these concepts apply to all phases of emergency management please visit <https://www.fema.gov/iv-non-discrimination-principles-law>

Tips for Emergency Management Agencies (based on lessons learned)

1. Be mindful that Title II of the Americans with Disabilities Act (ADA) pertains to local and state government (these rules cover access to all services, programs and activities offered by the public entity).
2. Integrate considerations for people with disabilities and other access and functional needs in all areas of emergency management. These areas may include, but are not limited to:
 - Exercise and Drills
 - Community Preparedness
 - Emergency Alert, Warning, and Information
 - Evacuation
 - Mass Care and Shelter
 - Disaster Recovery
3. Know the demographics of your respective community (identify populations that may need additional assistance in an emergency).
4. Take a “community-centric approach” to planning. Work with a diverse group of local individuals, organizations and agencies to plan for the needs of the whole community.

MASSACHUSETTS RESOURCES

Non-Governmental Organizations

American Red Cross

For the nearest ARC location, click on the tab “Find Your Local Red Cross”.

www.redcross.org

Boston Cares

<http://www.bostoncares.org/>

Easter Seals Massachusetts: Disability Resource Information

Disability Resource Information Easter Seals provides comprehensive, up-to-date information on disability services and resources. To access this resource visit

http://ma.easterseals.com/site/PageServer?pagename=MADR_dri

Ascentria Care Alliance (formerly Lutheran Social Services of New England)

<http://www.ascentria.org/>

MA Voluntary Organizations Active in Disaster

<http://massvoad.org>

Salvation Army

www.salvationarmy-ma.org

State Agencies

Department of Agriculture and Resources (MDAR)

www.mass.gov/eea/agencies/agr

Department of Children and Families

www.mass.gov/dcf

Department of Developmental Services

www.mass.gov/dds

Department of Housing and Community Development

www.mass.gov/dhcd

Department of Mental Health

www.mass.gov/dmh

Department of Transitional Assistance

www.mass.gov/dta

Department of Veterans' Services
www.mass.gov/veterans

Executive Office of Elder Affairs
www.mass.gov/elders

MA Bay Transit Authority
<http://www.mbta.com>

MA Commission for the Blind
www.mass.gov/mcb

MA Commission for the Deaf and Hard of Hearing
www.mass.gov/mcdhh

MA Department of Public Health
www.mass.gov/dph

MA Emergency Management Agency
<http://www.mass.gov/eopss/agencies/mema/>

MA Office on Disability
www.mass.gov/mod

Note: To access a list of Municipal ADA Coordinators go to MOD's homepage and click on the "Municipal ADA Coordinator List" under the column heading "Publications".

MA Rehabilitation Commission
www.mass.gov/mrc

Office for Refugees and Immigrants
www.mass.gov/ori

Other Resources

Animal Control Officers Association of Massachusetts (ACOAM)
<http://massanimalcoalition.com>

Center for Living and Working Inc.
Provide disability services.
<http://www.centerlw.org/>

Central Massachusetts Regional Planning Commission
<http://www.cmrpc.org/homeland-security>

DeValle Institute for Emergency Preparedness

<https://delvalle.bphc.org>

Disability Law Centers of Massachusetts

www.dlc-ma.org

E.K. Shriver Center Emergency Preparedness and Response Initiative

<http://shriver.umassmed.edu>

Under the heading “Community Resources”, click on “Emergency preparedness and Response”.

Mass 2-1-1

Mass 2-1-1 is a free, 24/7 resource that provides information about critical health and human services available in Massachusetts communities. To access this resource visit

<http://www.mass211.org>

MassMATCH

MassMATCH provides information about available Assistive Technology (AT) services, supports, and technical advancements. To access this resource visit <http://www.massmatch.org>

Massachusetts Association of Councils on Aging

<http://www.mcoaonline.com/>

Massachusetts Statewide Independent Living Council

www.masilc.org

New England Index

The New England Index is a database of information on a wide variety of disability- related resources, programs, services, agencies, and individual providers in Massachusetts. To access this database visit <http://www.disabilityinfo.org>

Northeast Homeland Security Advisory Council

<http://www.nerac.us/>

Southeast Homeland Security Advisory Council

<http://www.srpedd.org/homeland-security>

Western Regional Homeland Security Advisory Council (WRHSAC)

Part of the Western Massachusetts Individuals Requiring Additional Assistance (IRAA) Preparedness Project includes a website, “Western Mass Ready”, that provides resources, links, and guidance documents related to Access and Functional Needs.

<http://westernmassready.org/preparedness-projects/iraa>

FEDERAL RESOURCES

Centers for Disease Control (CDC)

www.cdc.gov

Disability.Gov

www.disability.gov

FEMA for Kids- Ready.Gov

<http://www.ready.gov/kids>

FEMA- Office of Disability Integration & Coordination

www.fema.gov/office-disability-integration-coordination

National Council on Disability

www.ncd.gov

National Organization on Disability

www.nod.org

The Substance Abuse and Mental Health Services Administration (SAMHSA)

The SAMHSA helpline is a toll- free, confidential, 24/7 disaster helpline service staffed by trained crisis counselors. It is also accessible through text messaging (in English and Spanish), and TTY. To access this resource visit www.samhsa.gov

U.S Access Board

www.access-board.gov

U.S. Department of Education

www.education.gov

U.S Department of Health and Human Services

<http://www.hhs.gov>

U.S. Department of Homeland Security- Ready.Gov

www.ready.gov

U.S Department of Justice

Americans with Disabilities Act (ADA) Home Page.

www.ada.gov

MISCELLANEOUS RESOURCES

AmeriCares

www.americares.org

American Academy of Pediatrics

www.aap.org

American Red Cross: Language Line

American Red Cross works with Language Line to provide translation services

www.language.com

Center for Personal Assistance Services (PAS)

The Center for PAS is a database for state and local disability statistics and emergency preparedness information. To access this resource visit www.pascenter.org

Pass It On Center

National assistive technology device reutilization coordination and technical assistance center.

<http://passitoncenter.org>

Save the Children

The world's leading independent organization for children. For information on disaster preparedness and response, click on the “What We Do” tab, and then click on “Emergency Response” at www.savethechildren.org

U.S. Department of Health and Human Services: Outreach Activities & Resources Special Populations: Emergency and Disaster Preparedness

<http://disasterinfo.nlm.nih.gov/outreach/specialpopulationsanddisasters.html>

GUIDING DOCUMENTS FOR PLANNING

Annie E. Casey Foundation. (2008). *Integrating immigrant families in emergency response, relief, and rebuilding efforts*. Retrieved from <http://www.gcir.org/publications/gcirpubs/emergency>

Centers for Disease Control and Prevention. (2011). *Principles of community engagement, 2nd edition*. Retrieved from <http://www.cdc.gov/phppo/pce>

Centers for Disease Control and Prevention. (2011). *Public health emergency response guide for state, local, and tribal public health directors*. Retrieved from <http://www.bt.cdc.gov/planning/responseguide.asp>

Centers for Disease Control and Prevention. (n.d.). *Public health workbook to define, locate and reach special, vulnerable, and at-risk populations in an emergency*. Retrieved from http://emergency.cdc.gov/workbook/pdf/ph_workbookFINAL.pdf

Department of Justice. (n.d). *ADA best practices tool kit for state and local governments: Emergency management under title II of the ADA*. Retrieved from <http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>

Department of Justice. (n.d). *An ADA guide for local governments: Making community emergency preparedness and response programs accessible to people with disabilities*. Retrieved from <http://www.ada.gov/emergencyprepguide.htm>

Federal Emergency Management Agency. (2011). *A whole community approach to emergency management: Principals, themes, and pathways for action*. Retrieved from <http://www.fema.gov/whole-community>

Federal Emergency Management Agency.(2012). *Accommodating individuals with disabilities in the provision of disaster mass care, housing, and human services: Reference guide*. Retrieved from <https://www.hsdh.org/?view=docs/dhs/nps03-082207-01.pdf>

Federal Emergency Management Agency. (2010). *Developing and maintaining emergency operations plans: Comprehensive preparedness guide version 2.0*. Retrieved from http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf

Federal Emergency Management Agency. (2010). *Guidance on planning for integration of functional needs support services in general population shelters*. Retrieved from http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf

IAEM-NEMA Task Force (2015). *Disability AFN Emergency Planning Guide: Final June 2015*. Retrieved from http://nationalmasscarestrategy.org/accessibility_resources/

IAEM-NEMA Task Force (2015). *FNSS /accessibility reference glossary of terminology for emergency management whole community planning*. Retrieved from http://nationalmasscarestrategy.org/accessibility_resources/

Inclusive Preparedness Center. (2011). *Shelter worker's guide to accommodate children with access and functional needs*. Retrieved from http://www.pediatricemergencypreparedness.org/2.%20shelter_workers_guide_final_final.pdf

Kailes, J. (2007). *Moving beyond "special needs": A function-based framework for emergency management and planning*. Journal of Disability Policy Studies. Retrieved from <http://www.jik.com/KailesEndersbeyond.pdf>

Massachusetts Department of Public Health. (2013). *Communication and assistive technologies in emergencies: Guidance for local emergency planners*. Retrieved from <http://www.mass.gov/eohhs/docs/dph/emergency-prep/risk-communication/assistive-technologies-in-emergencies.pdf>

National Center for Disaster Preparedness. (2007). *Pediatric preparedness for disasters and terrorism*. Retrieved from <http://www.ncdp.mailman.columbia.edu/files/peds2.pdf>

National Council on Disability. (2009). *Effective emergency management: Making improvements for communities and people with disabilities*. Retrieved from http://www.ncd.gov/policy/emergency_management

National Mass Care Council. (2012). *National mass care strategy: A roadmap for the national mass care strategy service system*. Retrieved from [https://nmcs.communityos.org/cms6/files/os114/p384/National%20Mass%20Care%20Strategy%20-%20September%202012%20FINAL\(4\).pdf](https://nmcs.communityos.org/cms6/files/os114/p384/National%20Mass%20Care%20Strategy%20-%20September%202012%20FINAL(4).pdf)

National Organization on Disability. (2009). *Emergency preparedness initiative guide on the functional needs of people with disabilities: A guide for emergency managers, planners, and responders*. Retrieved from <http://nod.org/assets/downloads/Guide-Emergency-Planners.pdf>

Pass it on Center. (n.d.). *Guidance on planning for integration of functional needs support services*. Retrieved from <http://www.passitoncenter.org/Portals/passitoncenter/SummitResources/FNSS%20OK%20State%20Guidance%20revised%20329.pdf>

Save the Children. (2007). *The unique needs of children in emergencies: A guide for the inclusion of children in emergency operations plans*. Retrieved from http://www.idph.state.ia.us/hcci/common/pdf/children_in_emergencies_planning_guide.pdf

Transit Cooperative Research Program. (2012). *Report 150 communication with vulnerable populations: A transportation and emergency management toolkit*. Retrieved from http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_150.pdf

United States Access Board. (n.d.). *Resources on emergency evacuation and disaster preparedness*. Retrieved from <http://www.access-board.gov/evac.htm>

U.S. Department of Homeland Security. (2012). *Homeland security grant program. Supplemental resources: Children in disasters guidance*. Retrieved from http://www.fema.gov/pdf/government/grant/2012/fy12_hsgp_children.pdf

U.S. Department of Justice. (2007). *ADA best practices toolkit for state and local governments*. Retrieved from <http://www.ada.gov/pcatoolkit/toolkitmain.htm>

U.S. Department of Justice. (2009). *A guide to preparing for and responding to jail emergencies*. Retrieved from <http://static.nicic.gov/Library/023494.pdf>

RESOURCES AND TOOLS TO IDENTIFY COMMUNITY DEMOGRAPHICS

American Community Survey

<http://www.census.gov/acs>

Behavioral Health Treatment Facility Locator

Substance Abuse and Mental Health Services Administration (SAMHSA)

Map of adult and youth behavioral health treatment centers, substance abuse treatment centers, and residential facilities (at the state, county, and city/ town level). Facility information is included.

<http://findtreatment.samhsa.gov>

Community Level Information on Kids (CLIKS)

Annie E. Casey Foundation

Economic, education, demographic, health insurance, and other county-level data about children.

<http://datacenter.kidscount.org/data#MA/2/0>

Disability Statistics: Resources for Disability Statistics

www.disabilitystatistics.org

Modern Language Association Map

This map uses census data to display the locations and numbers of speakers of 33 languages spoken in the United States. Users can search by town, city, county, state, or ZIP code to generate maps of numbers and percentages of languages spoken.

http://www.mla.org/census_main

Partners in Information Access for the Public Health Workforce

A collaboration of U.S. government agencies, public health organizations and health sciences libraries.

http://phpartners.org/health_stats.html

Social Security Online

US Social Security Administration

County level data on numbers of people receiving supplemental security income (i.e., low-income, blind, disabled, or aged).

http://www.socialsecurity.gov/policy/docs/statcomps/ssi_sc/2007/index.html

Social Vulnerability Index (SVI Index)

<http://svi.cdc.gov/>

U.S. Census Data: American Fact Finder

<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

TOOLKITS

The following toolkits are related to assisting Access and Functional Needs populations before, during and after an emergency. These toolkits are available **free** of cost. While these toolkits are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness of how to assist and support Access and Functional Needs populations.

Tips for For First Responders	
http://www.cdd.unm.edu/dhpd/pdfs/FifthEditionTipsSheet.pdf	
Type: Tip book Source: Division of Disability and Health Policy, University of New Mexico Center for Development and Disability	Description: Quick, easy-to-use procedures for assisting persons with functional needs. These tip sheets provide information about many types of functional needs. These tips are not meant to be comprehensive, but contain specific information that you can read quickly either before or while you are actually responding to an incident.

ADA Checklist for Emergency Shelters	
http://www.ada.gov/pcatoolkit/chap7shelterchk.pdf	
Type: Checklist Source: U.S. Department of Justice	Description: The <i>ADA Checklist for Emergency Shelters</i> is designed to assist State and local officials and operators of emergency shelters to determine whether a facility being considered for use as an emergency shelter is accessible and if not, whether modifications are needed to remove barriers or whether relocation to another accessible facility is necessary.

Show Me: A Communication Tool for Emergency Shelters	
http://www.mass.gov/eohhs/docs/dph/emergency-prep/risk-communication/show-me-tool.pdf	
Type: Pictograph-based booklet Source: MA Department of Public Health, Office of Preparedness and Emergency Management	Description: <i>Show Me</i> is intended to be used by shelter staff and any shelter resident that may have difficulty communicating. The booklet has been divided into topic-themed sections identified by labeled tabs. Shelter staff members and residents alike can flip through the pages of the booklet to find images or messages to help ask questions or communicate a need.

I speak: Language Identification Guide http://www.dhs.gov/xlibrary/assets/crcl/crcl-i-speak-booklet.pdf	
Type: Booklet Source: U.S. Department of Homeland Security	Description: The <i>I Speak: Language Identification Guide</i> is a tool that can be used to assist literate individuals who are not proficient in English to identify a preferred language.

Emergency Response for People Who Have Access and Functional Needs: A Guide for First Responders http://terrorism.spcollege.edu/SPAWARAFN/flipbook.html	
Type: Flip book Source: The National Preparedness Institute at St. Petersburg College	Description: The purpose of this information is to provide emergency personnel with a reference tool that will provide guidance for assisting people who have access and functional needs (formerly known as special needs) during the response and recovery phases of an emergency situation. The information is to be applied in conjunction with training, experience, and your agency's standard operating procedures.

Foreign Language Materials: “Get the Facts, Be Prepared” http://www.redcross.org/prepare/disaster-safety-library	
Type: Guides and checklists Source: American Red Cross	Description: The American Red Cross has created a Disaster and Safety Library where you can find and print fact sheets, preparedness checklists, recovery guides and other helpful information for the public. These materials are available in English and foreign languages.

I Need An "Interpreter" Card https://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-4374-ENG	
Type: English/foreign language Source: MN Department of Human Services	Description: The <i>I Need An Interpreter</i> card is intended to be used by shelter staff and any shelter resident that may have difficulty communicating in English. The tool is used to assist a literate individual who is not proficient in English to identify a preferred language and to request interpreter services.

Safe and Well https://safeandwell.communityos.org/cms	
Type: Disaster victim registry Source: American Red Cross	Description: A web-based registry that may be used for the assistance of reunifying individuals (i.e. unaccompanied minors) with their families. Shelter staff can use this tool or assist shelter residents on how to use this tool to (1) post "safe and well messages" that family and friends of shelter residents can view, or (2) search shelter registrants.

The State of Texas Functional Needs Support Services Toolkit https://www.preparingtexas.org/preparedness.aspx?page=32137bc8-eed7-42bb-ad7e-2765fd8abdb9	
Type: Templates Source: The State of Texas FNSS Integration Committee	Description: A toolkit which contains various Functiona Needs Support Services (FNSS) templates that can be used by shelter staff (i.e. Medical/ Functional Needs Discharge Assessment form).

Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit

http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_150.pdf

Type: Guiding framework and tools

Source: Transit Cooperative Research Program

Description: The toolkit provides a guiding framework and tools for constructing a scalable, adaptable communication process built on a network of agencies from public, private, and nonprofit sectors.

Functional Needs Planning Toolkit for Emergency Planners

<https://dps.mn.gov/divisions/hsem/access-functional-needs/Pages/default.aspx>

Type: Guiding framework and tools

Source: Homeland Security and Emergency Management: A Division of Minnesota Department of Public Safety

Description: This online toolkit provides the latest methods and the most comprehensive resources available for including people with access and functional needs in whole community emergency plans.

Risk Communication in Rural Settings: Advanced Practice Center Toolkit

<http://rcruraltoolkit.com/home>

Type: Online communication guide/toolkit

Source: Georgia Southeast Health District

Description: In general, risk communication in the context of emergencies is a complex process. Messages must be communicated in the appropriate language, at the right reading level, and disseminated in multiple ways amid significant stress and uncertainty. In order for risk communication efforts to be effective, the public must be able to access, process, and act upon information. This toolkit will help rural public health departments and emergency management offices communicate messages to the community during an emergency or disaster.

Kentucky Outreach and Information Network (KOIN) http://healthalerts.ky.gov/koin/Pages/default.aspx	
Type: Public information communication tool Source: The Cabinet for Health and Family Services/Kentucky Department for Public Health (CHFS/DPH)	Description: A public information alert concept. The goal of the KOIN is to ensure that, in the event of a emergency, communication channels are in place and KOIN members understand and perform their roles in notifying individuals in their appropriate channels. This network can be used in emergencies and disasters as well as to protect the health of citizens in day-to-day situations, like providing immunization clinics. To learn more about the network, please contact Barbaraj.fox@ky.gov or phone (502) 564-6786 ext. 3102.

Functional and Access Needs Support: A Toolkit for Empowering Inclusive Action http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/11/Functional-Access-Needs-Toolkit-Chicago-Red-Cross-2014.pdf	
Type: Guide and Toolkit Source: American Red Cross: Greater Chicago Region.	Description: This toolkit was compiled by the American Red Cross Greater Chicago Region from partner resources. It is not a replacement for training regarding the inclusion of people who have functional and access needs in emergency and disaster planning, preparedness, response and recovery.

FREE MOBILE APPLICATIONS

Show Me: A Communication Tool for Emergency Shelters

MA Department of Public Health, Office of Preparedness and Emergency Management has released a **free** mobile application, **Show Me for Emergencies**, an innovative, interactive app that will enhance communication between public health and emergency management personnel and volunteers and individuals with communication challenges across a variety of emergency settings. Show Me for Emergencies is available to download from both the iTunes and Google Play stores.



Americans with Disabilities Act (ADA) Reference- Lite Edition

The ADA Reference – Lite Edition mobile Android app is available to download for **free** from Google Play stores.



iTranslate

iTranslate is very easy to use. It consists of one menu where you choose from over 90 languages and then just plug in a word or phrase. iTranslate is available to download for free from both the iTunes and Google Play stores.



IN-PERSON TRAINING AND COURSES

In-person trainings and courses are continuously offered through various local, state and federal agencies and non-governmental organizations. Below is general contact information for several agencies and organizations that typically offer access and functional needs trainings and courses that pertain to public safety and public health officials. Please contact the specific training source to inquire about the availability and cost of the training/course (some of the trainings may be free of cost). While these trainings are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness and understanding of Access and Functional Needs populations.

Preparedness for the Deaf and Hard of Hearing www.mass.gov/mcdhh	
Source: MA Commission for the Deaf and Hard of Hearing Course ID: N/A Duration: Not specified	Course Description: Jonathan O'Dell of the MA Commission for the Deaf and Hard of Hearing provides trainings that assist communities with information and strategies to have more effective communication during emergencies. Contact Jonathan O'Dell for more information: Email: jonathan.odell@state.ma.us

Shelter Operations and Functional Needs Support Services (FNSS) https://delvalle.bphc.org/search/courses		
Source: The DelValle Institute for Emergency Preparedness Course ID: N/A Duration: Not specified	Description: The course provides ESF 8 supporting agencies with a framework for the consideration of Functional Needs Support Services (FNSS) in shelter planning and operations as outlined by FEMA guidance issued in November 2010. FNSS services enable individuals to maintain their independence in a general population shelter.	For more information and course schedule contact the DelValle Institute delvalle@bostonems.org or 617-343-1370.

Responding to the Functional Needs Populations of Rural America

<http://www.ruraltraining.org/training/delivery/16995>

Source: Rural Domestic Preparedness Consortium (RDPC)

Course ID: MGT 403

Duration: 8 hrs

Description: This course is designed to educate participants on the planning efforts needed ensure the safety of those with functional needs, particularly those housed in assisted-living facilities and nursing homes during a crisis event. Because of their restrictions and gaps in community support, rural people with functional needs are at greater risk of injury and death during a crisis event than those living in suburban and urban areas. These people require specialized care, transportation, shelter, and medical needs that must be considered before the crisis occurs. This tuition free course will expose participants to the benefits of developing comprehensive emergency response plans for those most vulnerable during a crisis — the elderly and children, anyone with limited English proficiency, people with disabilities, and anyone from a minority culture.

Emergency Planning for the Diverse Needs of Communities

<https://delvalle.bphc.org/search/courses>

Source: The DelValle Institute for Emergency Preparedness

Course ID: N/A

Duration: Not specified

Description: This course will emphasize the role and responsibility of emergency management and ESF 8 stakeholders to become aware of, recognize, and incorporate the diverse needs of their communities into emergency management processes. The course will provide examples of best practices, lessons identified, tools, web-based resources, diverse needs concepts, and contact information.

For more information and course schedule contact the DelValle Institute
delvalle@bostonems.org or
617-343-1370.

Integrating Access and Functional Needs into Emergency NETC Admissions Office: Email netcadmissions@fema.dhs.gov or call (301) 447-1035		
Source: FEMA's Emergency Management Institute Course ID: E0197 Duration: 2 days	Description: Provide participants who are responsible for providing emergency planning with the information necessary to utilize disability and access and functional needs-inclusive practices, as well as the additional updated skills and knowledge they will need to prepare for, respond to, and recover from emergencies.	For additional information, contact the course manager, Dan Lubman at (301) 447-1364 or by email at daniel.lubman@fema.dhs.gov .

ONLINE COURSES

The following online courses are related to Access and Functional Needs populations, and are available **free** of cost. While these online courses are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness and understanding of Access and Functional Needs populations.

Accessibility Online Basics www.train.org	
Source: Public Health Foundation: Train National Course ID: 1028750 Duration: Not specified	Description: When online technology, content, and communications are created without regard to people with disabilities, many people are shut out. This course will cover the primary issues encountered and how to solve them.

Building Cultural Competence in Disaster Preparedness and Response www.train.org	
Source: Public Health Foundation: Train National Course ID: 1012858 Duration: Not specified	Description: Features a presentation delivered by Ken Lee, MSW, available in both an audio-only (mp3), and a video (m4v) format. The presentation covers the definition of cultural competence, 9 Guiding Principles for Cultural Competence in Disaster Response, and important considerations for cross-cultural interactions.

Emergency Preparedness for Children With Special Health Care Needs www.train.org	
Source: Public Health Foundation: Train National Course ID: 1012835 Duration: Not specified	Description: A presentation delivered by Professor of Pediatrics Dr. Loren Yamamoto. Topics covered include the technology and infrastructure dependence of children with special health care needs, their vulnerabilities, and approaches for ensuring their preparedness.

Planning for the Needs of Children in Disasters www.training.fema.gov/IS	
Source: FEMA Course ID: IS 366 Duration: 4 hrs	Description: The purpose of this course is to provide guidance for Emergency Managers and implementers of children's programs about meeting the unique needs that arise among children as a result of a disaster or emergency.

Mapping and Tracking Vulnerable Populations Using Geospatial Technologies www.train.org	
Source: Public Health Foundation: Train National Course ID: 1024604 Duration: 40 mins	Description: Topics covered include the distribution of hazards and the capacity of populations to prepare for, respond to, cope with, or recover from a hazard event. GIS tools, spatial analysis, and vulnerability assessments will be used to identify priorities, inform evidence-based decisions, and target preparedness measures, while highlighting areas with potential for uneven recovery.

Older Adults: Vulnerable During Disasters www.train.org	
Source: Public Health Foundation: Train National Course ID: 1012938 Duration: Self paced	Description: This online course features a presentation delivered by Karen Lamb, DNP, APRN, BC. Topics covered include the key concerns that may arise for older adults caught in disasters, such as sensory deprivation, the multiple loss effect, and chronic health issues, and what can be done to make older adults less vulnerable.

ADA Title II Tutorial http://www.adatitle2.org/	
Source: National Network of ADA Centers Course ID: N/A Duration: Self paced	Description: Provide education and resources on the requirements applicable to State and Local government under Title II of the Americans with Disabilities Act (ADA).

Pediatric Disaster Planning and Preparedness www.childrensnational.org/EMSC	
Source: Emergency Medical Services for Children National Resource Center Course ID: N/A Duration: 1 hr	Description: This course includes the following modules: Why Disaster Planning for Children Is Needed; Accessing Community Risk for Disasters Involving Children; Preparing the Community for Disasters Involving Children; Responding to Disasters Involving Children (Assessment/Triage).

Psychological First Aid www.train.org	
Source: Public Health Foundation: Train National Course ID: 1012867 Duration: Self paced	Description: The course covers some of the human impacts of disasters, and describes the core components of Psychological First Aid, as well as the differences between Psychological First Aid and Psychological Debriefing.

Responding to Functional Needs http://www.indianafirstresponder.org/index.html#emergency	
Source: Indiana Homeland Security-Training Division Course ID: Emergency Management/Specialty Training Duration: 1- 4 hrs	Description: The purpose of this course is to assist you in developing your repertoire of techniques used to identify and appropriately respond to victims of an emergency situation who may have a physical, cognitive, or emotional condition requiring attentiveness to their functional needs.

Risk Communication for Special Populations http://prepareiowa.training-source.org	
Source: Prepare Iowa Course ID: N/A Duration: Self paced	Description: Recent events have shown the need to reach everyone in the community, including those outside of the "mainstream". We must define these groups, locate them and ascertain how best to communicate with them.

Strengthening Your Agency's Emergency Plan to Address Needs of Persons with Disabilities http://prepareiowa.training-source.org	
Source: Prepare Iowa Course ID: N/A Duration: Self-paced	Description: This course provides strategies to strengthen an agency's emergency plan to address the needs of persons with disabilities. In addition, provides an overview of basic accessibility issues to consider for the built environment.

Including People with Disabilities and Others with Access and Functional Needs in Disaster Operations

<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-368>

Source: FEMA

Course ID: IS- 0368

Duration: Self-paced

Description: The purpose of this course is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities, and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

WEBINARS

The following online webinars are related to Access and Functional Needs populations, and are available **free** of cost. While these online webinars are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness and understanding of such populations.

Oakland California's Journey from Emergency Management Defendant to Model City for Inclusionary Practices (2014) http://www.adaconferences.org/Emergency/Archives/	
Source: Pacific ADA Center Duration: Not specified	Description: In 2009, the City of Oakland was the subject of a major lawsuit saying that its emergency management policies, practices and procedures fell short of providing individuals with disabilities an equal opportunity to survive disasters and other emergencies. Hear how Oakland met the challenge by engaging a wide group of stakeholders and integrating progressive functional needs access frameworks into all aspects of its emergency management planning and response programs. The session will cover the tools that Oakland created and how local government agencies can efficiently and effectively transform their emergency preparedness programs.

Evacuation and Transportation in Emergencies for People with Disabilities (2013) http://www.adaconferences.org/Emergency/Archives	
Source: Pacific ADA Center Duration: 1 hr	Description: Often one of the most difficult issues in a coming emergency or disaster is the evacuation and transportation of people with disabilities. This presentation will discuss the access and functional needs issues that must be considered by individuals, jurisdictions, emergency managers, and transportation planners in planning evacuation and transportation in emergencies. Gap analysis tools will be shared and a review of resources provided.

The State, Local, and Community Response to Emergencies- How Disability Fits

Part 1- Planning (2012)

<http://www.adaconferences.org/Emergency/Archives>

Source: Pacific ADA Center

Duration: 1 hr

Description: In the first of a two part webinar, will cover how state and local agencies plan for emergencies. The webinar will cover State plans including the emergency support functions (such as sheltering, communications, and evacuation). Additionally, the webinar will describe how local jurisdictions' emergency plans are coordinated with state plans. In looking at the planning processes, there will also be a focus on places where people with disabilities are included and can be included in the process.

The State, Local, and Community Response to Emergencies- How Disability Fits

Part 2- Response (2012)

<http://www.adaconferences.org/Emergency/Archives>

Source: Pacific ADA Center

Duration: 1 hr

Description: The response to emergencies starts at the local or community level. How people with disabilities fit in to local and state preparedness, especially in regards to response is the subject of this webinar. This session, hosted by the Pacific ADA Center will include representatives from local government and non-profit organizations to discuss how they each are involved in emergencies from the point of view of people with disabilities.

Including Disability in State and Local Offices of Emergency Management (2014)

<http://www.adaconferences.org/Emergency/Archives>

Source: Pacific ADA Center

Duration: 1 hr

Description: It is important to include the voice of people with disabilities in planning and preparation for emergency management. This can be accomplished through the inclusion of community members who have disabilities when preparing, training, or developing for emergency plans. It can be equally important to have people with disabilities located in the offices of emergency management or related offices to convey the disability perspective. This talk includes speakers who will provide first-hand experience with getting the disability voice included.

Using FEMA's Functional Needs Guidance in Shelters (2013)

<http://www.adaconferences.org/Emergency/Archives>

Source: Pacific ADA Center

Duration: 1 hr

Description: The Federal Emergency Management Agency (FEMA) provided new guidance to eliminate special needs shelters and move to general population shelters with their document "Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters." This webinar will cover how general population shelters have incorporated FEMA's Functional Needs Services and Support (FNSS) guidance and the Communication, Medical, Independence, Supervision, and Transportation (C-MIST) framework for planning and response..

ONLINE TRAINING VIDEOS

The following online training videos are related to Access and Functional Needs populations, and are available **free** of cost. While these online training videos are not endorsed by MEMA, the agency believes that sharing such information will help create a better awareness and understanding of such populations.

Emergency Response for People Who Have Access and Functional Needs: A Guide for First Responders	
http://terrorism.spcollege.edu/SPAWARAFN/video.html	
Source: The National Preparedness Institute at St. Petersburg College Duration: Self paced	Description: 15 training videos to demonstrate to first responders and shelter staff how to assist, support and communicate with individuals in an emergency shelter setting.

Just In Time Disaster Training: Functional Needs Support Services (FNSS) Shelter Operations	
http://www.drc-group.com/project/jitt-fnss.html	
Source: Disaster Resistant Communities Group LLC Duration: Self paced	Description: 15 training videos to demonstrate to shelter staff how to assist, support, and communicate with individuals in an emergency shelter setting.

Live Response: Planning for the Whole Community (June 2011)

<http://terrorism.spcollege.edu/Broadcasts/LRBroadcast0611.aspx>

Source: National
Terrorism Preparedness
Institute

Duration: 20 mins

Description: FEMA/DHS initiative, Planning for the Whole Community. A new division, referred to as the Office of Disability Integration and Coordination (ODIC), has been working diligently since 2010 to redesign how emergency management defines and serves people with access and functional needs in our communities in the event of disasters. The new paradigm works toward the notion that all segments of American society will be integrated and served through a single and inclusive emergency management approach. Important elements of the planning process; public communications needs for non-English-speaking people, visual- and hearing-impaired citizens, and others; evacuation challenges; sheltering needs; and some of the work being done to aid in disaster recovery is discussed.